



08-28-2002

U.S. Patent & TMOtc/TM Mail Rcpt Dt. #61

*miscellaneous
Exparte*

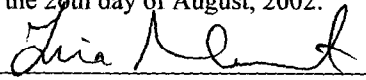
ATTORNEY'S DOCKET NO.: H00654/20001 (DRW/LWM)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : HelpMagic.Com Ltd.
Serial No. : 76/121865
Filed : September 5, 2000
For : CALLBACKMAGIC
Examiner : Susan Kastriner Lawrence
Law Office : 113

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8 (a)

The undersigned hereby certifies that this document is being placed in the United States mail with first-class postage attached, addressed to, TRADEMARK TRIAL AND APPEAL BOARD, Commissioner for Trademarks, 2900 Crystal Drive, Arlington, VA 22202-3513, on the 26th day of August, 2002.


Lisa W. Martin

TRADEMARK TRIAL AND APPEAL BOARD
2900 Crystal Drive
Arlington, VA 22202-3513

Sir:

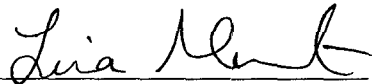
REQUEST FOR RECONSIDERATION AND
REMAND TO THE EXAMINING ATTORNEY

This is a request for reconsideration of the United States Patent and Trademark Office, Trademark Trial and Appeal Board letter of June 26, 2002 in connection with the above-noted trademark application.

Applicant, through its undersigned counsel, respectfully requests that this Application be remanded to the Examining Attorney for the purpose of reviewing and finalizing the identification of services in Class 38.

Applicant has included a response to the Office Action dated June 25, 2002, in the above-identified matter. In this response, Applicant amends the identification of services to the identification suggested by the Examining Attorney. By amending the identification, the Applicant wishes to place the application in condition for allowance, except for the 2(d) rejection, in order to reduce the issues on appeal. In view of the foregoing, it is respectfully requested that the case is remanded to the Examining Attorney before the appeal is heard at the Trademark Trial and Appeal Board.

Respectfully submitted,



Lisa W. Martin
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210-2211
(617) 720-3500

FILE NO.: H00654/20001

DATE: August 26, 2002

X08/26/02



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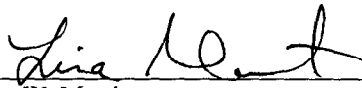
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Lisa W. Martin

TRADEMARK TRIAL AND APPEAL BOARD
2900 Crystal Drive
Arlington, VA 22202-3513

Sir:

RESPONSE

The Applicant acknowledges the Office Action dated June 25, 2002 in the above matter.
In response hereto, the Applicant responds as follows:

Identification of Services

Amend the identification of services to read as follows:

-- Telecommunications services, namely, providing telephone line connectivity between computer users and technical support services provided by others in order to facilitate live communication between customer support and third parties via computer or telephone contact in International Class 38.--.

REMARKS

The Examining Attorney has requested that the Applicant amend the identification of services. In response, the Applicant has amended the identification of services as requested by the Examining Attorney.

In view of the foregoing, the Applicant respectfully requests reconsideration of this application based on the identification of goods in order to reduce the issues on appeal.

Respectfully submitted,



Lisa W. Martin
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210-2211
(617) 720-3500

FILE NO.: H00654/20001

DATE: August 26, 2002



TTAB

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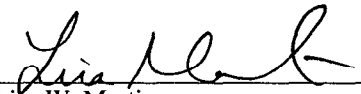
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Lisa W. Martin

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2900 CRYSTAL DRIVE
ARLINGTON, VA 22202-3513

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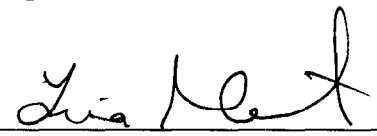
Transmitted herewith are the following:

- ☒ Request for Reconsideration and Remand to the Examining Attorney
- ☒ Response to Office Action Dated June 25, 2002
- ☒ Acknowledgement Postcard

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617) 720-3500, Boston, Massachusetts.

A check is not enclosed. If a fee is required, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,


Lisa W. Martin
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210-2211
(617) 720-3500

Date: August 26, 2002
X08/26/02

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